

Grahak Suvidha Kendra (Consumer Care Centre) works as a ONE STOP CENTRE catering to a spectrum of services for consumer welfare. GSK is also functioning on a common IT platform of National and State Consumer Helplines. It provides services in both Hindi and English languages with trained personnel, experienced in counselling, drafting complaints and providing information. GSK has established Collection Centres at Bhilwara, Chittorgarh, Udaipur, Ajmer, Dholpur, Kota and Sawai Madhopur respectively. These centres are working as extended arms for *Grahak Suvidha Kendra* Jaipur, where aggrieved consumers may register their complaints. Similar centres are going to operate very soon in other cities of Rajasthan.

GSK details can be accessed at:

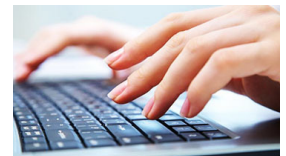
http://www.cuts-international.org/CART/Grahak_Suvidha_Kendra.htm

For being a part of GSK family visit:

<https://www.facebook.com/GrahakSuvidha-Kendra-GSK-Jaipur-1459230614407574/?fref=ts>

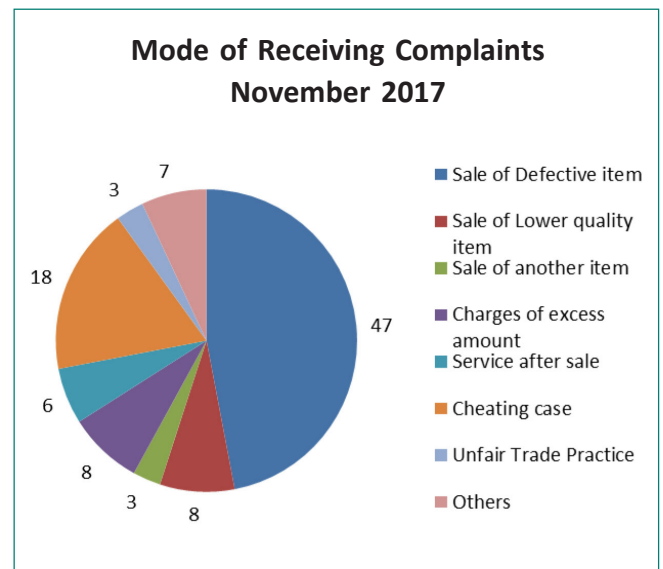
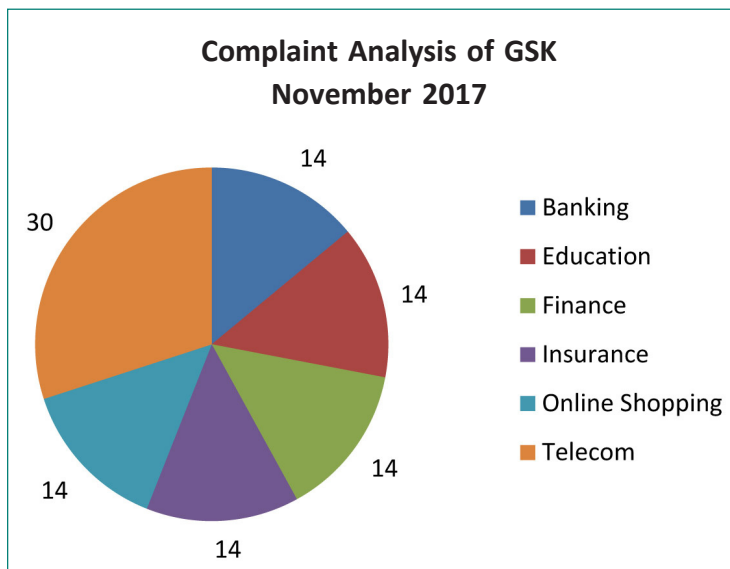
Online Submission of Complaints:

Online consumer complaints for GSK can be registered at: <https://docs.google.com/a/cuts.org/forms/d/14B78zgXN1cQa61MTuZSPtcrF6rEoUBTKbTYeL4ajXx0/viewform?c=0&w=1>



For online registration of consumer complaints against misleading advertisements, Ministry of Consumer Affairs of Government of India has developed the web portal: <http://gama.gov.in/Default.aspx>

GSK, Jaipur has been dealing with complaints coming to it by various modes like in person, through mail, post or telephone. GSK has been able to solve majority of these complaints through its standard way of dealing, such as talking to parties, writing responses or serving notices, when required. Details of the complaints and advisories are presented through graphs for the month of November 2017.



Success Stories



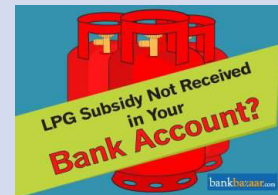
Refunding Deposit on Surrendering Landline

Firoza Bano, resident of Sojat City, district Pali complained that BSNL office, Pali was not refunding security amount of landline telephone even after surrendering the connection. The aggrieved consumer was compelled to come to GSK, Jaipur. GSK counsellor spoke to BSNL official over phone and after that it refunded the security amount to the complainant.



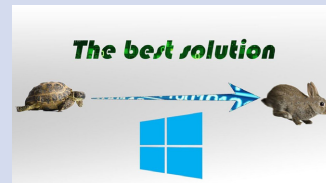
Crediting LPG Subsidy Amount in Account

Jagdish Bairwa, resident of village Kanpura, Tehsil Masuda, District Ajmer complained against ICICI Bank, Branch Bandanwara, District Ajmer that Bank was not crediting the subsidy amount in his account. GSK sent complaint to the concerned Bank. Immediately reacting to it, the Bank informed that the subsidy amount (as an interest) has been credited in his account. Now consumer is satisfied.



Providing Effective Internet Connectivity Plan

Kushagra Saxena, resident of Jaipur complained to GSK that his mobile has now been converted to an Airtel Family Infinity Plan but as promised, the company has failed to provide effective internet connectivity within the range and also the sim was not activated. The complaint still persisted even after lot of efforts. When the issue was brought before the GSK and within three days of registering the complaint, the sim got activated and thus consumer was satisfied.



Releasing all NEFT Transactions

Amardeep Singh, resident of Jaipur registered a complaint against ICICI Bank for deducting NEFT transaction charges from his salary account in October 2017. He raised the issue with the Bank directly and also informed GSK about the same. After several round of communication and follow ups with the ICICI Bank, it agreed to release all NEFT transactions from his salary account and credited back the deducted amount.

